

NOVEMBER 2021

GWENT HOUSING SUPPORT
SERVICE USER SURVEY 2021
FOCUS ON TECHNOLOGY



- Q11 Are there any barriers preventing you from getting on-line? (tick all that apply)
- Q12 What sort of things do you access / or would you access on-line? (tick all applicable)

telephone support; these numbers follow similar responses received to last year's survey with very few receiving support via virtual calls.

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246 people who engaged with the survey reported that they were either very happy or happy with the support they have received over the last few months.

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129 people answered no or provided positive feedback. Some examples of comments received are below:

No. My support worker visits every week and is very helpful	No everything we have discussed & planned we're working through	No the whole team, especially ***** have made what had been a traumatic experience bearable	All the staff are very professional friendly and approachable
No - you've been very helpful and kept in touch and helped me when I've needed help	Support workers who give as much support as mine has given me need to be recognised more and rewarded more	I am happy with the support I receive from *****	Am happy with everything at present
Helps me with every thing i need. And i couldn't be happier. Thank you	My support worker has been fantastic during this pandemic, she keeps me informed of everything	Happy with everything at the moment	No nothing at all very happy with support
No - you've done everything and over and above	Impossible to improve a perfect service! I am so grateful of the high standards experienced from *****	Nothing can be improved excellent service	Nothing - my support worker is excellent

1 person advised that they weren't allowed to have a phone or tablet

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physical health and leisure activities e.g. watching videos, listening to music and looking at sites related to hobbies.

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"i find technology very hard, i cant take a photo even"

"i do not see why everything has to be online i like to be able to talk to a human face to face"



